

Nortech Control Systems Technical Support Policy

1 Policy Statement

At Nortech Control Systems Ltd., we have measures in place to ensure all products leaving our factory are in correct working order. We also make available all technical documentation for our products, both in electronic and hard copy format. Our technical engineers are happy to provide telephone support for our direct customers, within reason. Where we feel an installer or distributor is not meeting its commitment to learn about our products and subsequently support their own customers, we reserve the right to charge for any technical support. Please note all products to be returned to Nortech or sent back for repair must be sent with a completed repair and returns form.

2 Product Repair and Replacement

2.1 Standard Product Repair/Replacement

All our products carry a 12-month return to base warranty. Any faulty equipment should be returned to our office for assessment. We reserve the right to either repair or replace any products found to be faulty.

- 2.1.1 For failures caused by manufacturing or component defects within the warranty period, the goods will be repaired or replaced free of charge. Our standard repair/replacement turnaround time is 10 working days. However, this can be longer during busy periods. Please contact us if timescales are urgent.
- 2.1.2 Where equipment is found to be faulty due to misuse or incorrect operating conditions, or where it is outside of the warranty period, there will be no free repair or replacement of the product offered. We will supply a quotation for the repair or replacement of the goods and an order number will be needed before any further progress is possible.

2.2 Urgent Replacement

If you suspect a product to be faulty on site but do not carry spares and cannot wait for our standard repair service, it will be possible to get replacement equipment sent to site. The procedure for this is covered by points 2.2.1 to 2.2.5 below:

- 2.2.1 If an immediate replacement is required due to the nature of a project, the replacement must be ordered through our sales office.
- 2.2.2 Where the returned equipment is under warranty and found to be defective due to manufacturing or component failure, a credit note will be raised for the immediate replacement goods.
- 2.2.3 If the original equipment is not found to be faulty, at our discretion, we may accept it back into stock, providing that it is suitable for re-sale and all packaging and accessories are present. In this case, we reserve the right to charge a 15% re-stocking fee.
- 2.2.4 If the original equipment is not fit for re-sale, the goods will be returned and no credit note issued.

2.2.5 If the advance replacement equipment is returned, it will also be subject to points 2.2.4 and 2.2.5 above.

2.3 Returned Products With No Fault Found

Any product returned to Nortech for evaluation will be subject to a repair charge, unless it is found to be defective and covered under warranty. Therefore, when a product is suspected to be faulty on site and returned to us for repair, if we find there is no fault with the product, we reserve the right to charge for the time taken to test the product. This will be in addition to any re-stocking fee charged.

2.4 Products Not Covered by Warranty

Where equipment is found to be faulty, due to misuse or incorrect operating conditions, or where it is outside of the warranty period, there will be no credit note issued. We will offer a quotation for the repair of the faulty goods. If no order number for the repair is received, within 30 days of this quotation, the goods will be disposed of.

3 Site Visits

Site visits are available at our discretion for commissioning, product training, problem solving and sales support. For any site visit we reserve the right to charge for attendance. Either the technical manager or our sales department must agree the cost of any visit in writing prior to the visit being carried out. Where a visit is chargeable, an order number will have to be supplied. Although we make every effort to carry out visits to meet our customers' timescale requirements, we reserve the right to choose a date that suits the availability and workload of our engineers.

3.1 Fault Finding - Products Under Warranty

When support for our products is requested and it is difficult or inconvenient to return suspect products to our office, our first course of action will be to provide telephone support. We are willing to give this support to an engineer from the company that purchased the equipment from us, or at our discretion, a suitably qualified person acting on behalf of that company.

Where this type of support cannot achieve a solution, we may consider it necessary for one of our engineers to attend site.

Where this is the case, our technical manager will authorise the visit to take place. Any visit will be arranged between Nortech and our customer, not the end user, and will take the nature of a support visit. We will therefore request the presence of a suitable engineer to represent the installation company. We will endeavour to arrange the visit at the earliest mutually convenient date.

In the event that the suspected equipment is found to be in full working order and that the problem lies with the installation or setup of the equipment, we reserve the right to invoice for the visit.

If the equipment is found to be faulty, a repair or replacement will be arranged as covered in section 2.

3.2 Fault Finding – Products Not Under Warranty

Where we agree to visit a site to investigate products not covered by our warranty, there will be a charge.

3.3 Commissioning and On-site Training

We reserve the right to charge for visits to site for commissioning or training purposes. These visits are not related to the product warranty. The cost and availability of these visits should be discussed with our sales department and/or technical manager prior to arranging a visit.

3.4 Sales Support Visits

We are willing to accompany our customers to represent our equipment on their behalf at presentations or meetings with end users. The cost, if any, of doing this will be decided by our sales manager. We also offer to provide demonstrations at our office.

3.5 General Training

We offer training on all of our products. This can be carried out either at our office or at our customer's premises. The cost of this training will depend on the location, number of people to be trained and the products involved. Please contact our sales office for further information.

4 Postage Costs

All products returned to us for repair under warranty will be returned to site at our cost. For products not covered by warranty any return postage costs will be in addition to the repair charge. This includes products charged for 'No Fault Found' repairs.

Nortech reserves the right to amend or change this policy without notice.